

# Science Technology and Research Incidents Report

3/1/2010 to 3/31/2010 as of 4/1/2010

## Science Technology and Research

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

				Top Number - Total Incidents Bottom Number - FCR Met	
				Low	Total
Capitol Desktop Support	Mobile Devices	Error	iPhone	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Help Desk	Application	Error	PGP	1 1	1 1
			Total	1 1	1 1
		Password	PGP	1 1	1 1
			Total	1 1	1 1
		Total		2 2	2 2
		Total			2 2

				Low	Total	
Metro A Desktop Support	Application	None	None	2 2	2 2	
			Total	2 2	2 2	
		Total	2 2		2 2	
			PC/Laptop	None	None	1 1
	Total	1 1			1 1	
	Total	1 1		1 1		
	Total			3 3	3 3	
	Operations Production Control	Network	Error	None	1 0	1 0
				Total	1 0	1 0
			Total	1 0		1 0
Total			1 0	1 0		
Total				7 5	7 5	

# Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes. Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

				Top Number - Total Incidents	
				Bottom Number - Missed Initial Response	
				Low	Total
Capitol Desktop Support	Mobile Devices	Error	iPhone	10	10
			Total	10	10
		Total		10	10
	Total			10	10
Help Desk	Application	Error	PGP	10	10
			Total	10	10
		Password	PGP	10	10
			Total	10	10
		Total		20	20
	Total			20	20
	Metro A Desktop Support	Application	None	20	20
Total			20	20	

				Low	Total
Metro A Desktop Support	Application	Total		20	20
	PC/Laptop	None	None	10	10
			Total	10	10
		Total		10	10
	Total			30	30
Operations Production Control	Network	Error	None	10	10
			Total	10	10
		Total		10	10
	Total			10	10
Total				70	70

# Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes. Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

				Top Number - Total Incidents Bottom Number -Average time in hours	
				Low	Total
Capitol Desktop Support	Mobile Devices	Error	iPhone	1 0.36	1 0.36
			Total	1 0.36	1 0.36
		Total		1 0.36	1 0.36
	Total			1 0.36	1 0.36
Help Desk	Application	Error	PGP	1 0.17	1 0.17
			Total	1 0.17	1 0.17
		Password	PGP	1 0.02	1 0.02
			Total	1 0.02	1 0.02
		Total		2 0.09	2 0.09
	Total			2 0.09	2 0.09
Metro A Desktop Support	Application	None	None	2 0.01	2 0.01
			Total	2 0.01	2 0.01

				Low	Total
Metro A Desktop Support	Application	Total		2 0.01	2 0.01
	PC/Laptop	None	None	1 0.02	1 0.02
			Total	1 0.02	1 0.02
		Total		1 0.02	1 0.02
	Total			3 0.01	3 0.01
Operations Production Control	Network	Error	None	1 0.50	1 0.50
			Total	1 0.50	1 0.50
		Total		1 0.50	1 0.50
	Total			1 0.50	1 0.50
Total				7 0.17	7 0.17

# Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

				Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	Total
Capitol Desktop Support	Mobile Devices	Error	iPhone	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Help Desk	Application	Error	PGP	1 0	1 0
			Total	1 0	1 0
		Password	PGP	1 0	1 0
			Total	1 0	1 0
		Total		2 0	2 0
	Total			2 0	2 0
Metro A Desktop Support	Application	None	None	2 0	2 0
			Total	2 0	2 0
		Total		2 0	2 0

				Low	Total
Metro A Desktop Support	PC/Laptop	None	None	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			3 0	3 0
Operations Production Control	Network	Error	None	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Total				7 0	7 0



# Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

				Top Number - Total Incidents	
				Bottom Number - Average time in hours	
				Low	Total
Capitol Desktop Support	Mobile Devices	Error	iPhone	1 3.05	1 3.05
			Total	1 3.05	1 3.05
		Total		1 3.05	1 3.05
	Total			1 3.05	1 3.05
Help Desk	Application	Error	PGP	1 0.17	1 0.17
			Total	1 0.17	1 0.17
		Password	PGP	1 0.02	1 0.02
			Total	1 0.02	1 0.02
		Total		2 0.09	2 0.09
	Total			2 0.09	2 0.09
Metro A Desktop Support	Application	None	None	2 0.27	2 0.27
			Total	2 0.27	2 0.27

				Low	Total
Metro A Desktop Support	Application	Total		2 0.27	2 0.27
	PC/Laptop	None	None	1 0.05	1 0.05
			Total	1 0.05	1 0.05
		Total		1 0.05	1 0.05
	Total			3 0.20	3 0.20
Operations Production Control	Network	Error	None	1 0.12	1 0.12
			Total	1 0.12	1 0.12
		Total		1 0.12	1 0.12
	Total			1 0.12	1 0.12
Total				7 0.56	7 0.56

#### Application

INC000000090393	Application	None	None		TIR Missed:	No	TIR:	0.02
	Metro A Desktop Support	Science Technology and	Low	Closed	TTR Missed:	No	TTR:	0.49
INC000000093607	Application	Error	PGP		TIR Missed:	No	TIR:	0.17
	Help Desk	Science Technology and	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000094163	Application	Password	PGP		TIR Missed:	No	TIR:	0.02
	Help Desk	Science Technology and	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000104668	Application	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Science Technology and	Low	Resolved	TTR Missed:	No	TTR:	0.05

#### Mobile Devices

INC000000098818	Mobile Devices	Error	iPhone		TIR Missed:	No	TIR:	0.36
	Capitol Desktop Support	Science Technology and	Low	Resolved	TTR Missed:	No	TTR:	3.05

#### Network

INC000000103238	Network	Error	None		TIR Missed:	No	TIR:	0.50
	Operations Production Control	Science Technology and	Low	Resolved	TTR Missed:	No	TTR:	0.12

#### PC/Laptop

INC000000089446	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.02
	Metro A Desktop Support	Science Technology and	Low	Closed	TTR Missed:	No	TTR:	0.05